

Office of Federal Student Aid
FSA Modernization Partner
CPS Integration Support Status

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1.0 Introduction

Background

As part of its modernization initiatives, FSA has developed a common record associated with customers. The initial implementation of the common record was performed with the Common Origination and Disbursement (COD) system. As part of enhancing the common record for additional benefits to schools and FSA customers, the ISIR block to the Common Record needs to be defined. The ISIR block, in XML format, should be part of the common record to be implemented for the 2004/2005 school year.

Another FSA initiative is to create a Common Student Identifier that uniquely identifies each student using some combination of demographic information. The Common Student Identifier seeks to establish a simple framework by which students can consistently identify themselves, while also being identified by FSA Delivery Partners, across all phases of the Student Aid Lifecycle.

This integration support status report provides the following:

- Section 2. Completed Activities. Provides an overview of all completed activities including documents reviewed, key working groups, and activities performed.
- Section 3. Planned Activities. Provides an outline of all remaining planned activities.
- Appendix A. CPS Integration Project Schedule

The FSA Modernization Partner team, which comprises of Accenture and NCS Pearson, is currently assisting the Students channel – Application Processing – with an analysis of the Central Processing System (CPS). The purpose of the analysis is to determine additional integration opportunities that can be implemented through upgrades to the CPS. The integration opportunities are associated with other enterprise business processes and include leveraging both current and planned modernization initiatives.

The task order project plan is an attachment to this status and identifies all activities planned under the task.

2.0 Completed Activities

XML Support

The interim activities completed for XML support are noted below. The FSA Modernization Partner is continuing to support this initiative. This support also includes assistance with the development of a business case that supports this activity through implementation.

- Participated in ISIR Working Group Meetings. Provided resources to address technical and functional issues related to the creation of the tags and schema as well as help determine impact to other participants such as EAI, SAIG, and NSLDS.
- Reviewed Project Background. Researched available industry documentation on XML technology and its advantages and limitations, met with key participants involved in the development of the COD portion of the common record to understand the project lifecycle, met with ISIR working group to understand the scope of the XML ISIR project
- Reviewed Project Requirements. Met with ISIR working group to understand the scope of the ISIR XML project, the timeline, the open issues, and the key resources involved.
- Made Preliminary Decisions on Scope. Reviewed ISIR project list to determine when tasks were scheduled for completion, what issues were outstanding, and what sequence tasks and issues should be completed.
- Made Preliminary Decisions on Roles and Responsibilities. Analyzed existing roles and responsibilities and identified resources for existing planned activities.
- Provided Preliminary Estimates on Level of Effort. Created a level of effort for developing the schema based on the ISIR working group assessment that utilizing the PESC group to develop the schema was not the best alternative.
- Reviewed Timelines and Intermediate Deadlines. Provided guidance in determining whether planned dates were realistic, what steps needed to be taken in order to meet the key dates, and identified issues that had the potential to delay key milestone dates.
- Reviewed COD XML Development Process. Reviewed COD XML development process to compare its schedule with the schedule of the XML ISIR development process to point out potential schedule and resources issues. Reviewed COD lessons learned to share potential risks and issues that could occur during the development cycle of the XML ISIR project
- Reviewed COD/ISIR Overlap Document. Approximately 10% of the fields utilized on the Common Record were also contained in the ISIR record. Reviewed the initial assessment of the overlapping fields to determine if the field attributes matched or if field definitions, field lengths, or tags did not match.

Common Student Identifier Support

- Reviewed and Analyzed Existing Common Student Identifier White Papers. The following documents were reviewed and analyzed in order to understand the impact of the issue and to determine what group of resources should work together to develop a recommendation for a Common Student Identifier.
 - Customer Demographics Position Paper
 - Documents a suggested approach to define the Enterprise Customer Demographics for CRM4FSA
 - Includes definition of Common Student ID as Social Security Number as recommended by the General Manager for Schools
 - Customer Identification and Authentication
 - Documents the CRM4FSA approach for Customer Identification and Authentication
 - Includes description of existing CPS Original ID and suggested designs for storage of Customer data in Siebel database
 - Recommended identifier is Current SSN and DOB
 - Customer Identification Presentation
 - Documents business drivers which necessitate a Common Student Identifier
 - Includes chart of all existing systems and their customer identifiers
 - CPS - Original SSN and Name ID
 - COD – SSN, Last Name, and DOB
 - DLSS – SSN and Packet Number
 - DLCS – SSN
 - DMCS – SSN
 - NSLDS – SSN and Sequence Number
 - Proposes CRM4FSA as the owner of the Customer Master Record and provides high level design for logic to resolve conflicts
 - Logon Access Survey – Requirements Definition
 - A summary of all systems and their methods of identifying Users
 - Not limited to Student identification
 - Common Identifier Position Paper
 - Provides objectives of FSA to identify student via a single ID
 - Documents various options with pros and cons of each
 - Recommends SSN, Name, and DOB
 - SSI Integration – John Brooks
 - Documents vision for Common Student ID and high level requirements
 - Suggests next steps for meeting the target state

- Participated in Students channel integration roundtable for Common Student ID. Participated in the discussion of high level objectives and requirements. The following characteristics (high level requirements) for the Common Student ID were noted:
 - Need for a unique identifier that can be shared across FSA systems
 - Need for a non-intelligent (dumb) identifier, i.e., without any built-in intelligence
 - Need for student identifier to be established at the first point of contact with customer
 - Ability to identify customer through a variety of methods; other than just the identifier
 - Need for the identifier to be shared with partners, i.e., schools, lenders
 - Need to determine the use of the identifier for all customers or just students
 - Need to determine when the identifier should ideally be generated
 - Need to analyze legal issues with the use of SSN
 - Need to identify students consistently throughout student aid lifecycle
 - Integrate with FSA's authentication requirements

3.0 Planned Activities

Business Case Support

The FSA Modernization Partner is also assisting FSA with the development of appropriate business cases for the FY03 and FY04 activities associated with the following:

- XML Implementation of ISIR record
- FSA PIN Enterprise Upgrade
- CPS Upgrade, and
- FAFSA

The business cases for XML Implementation of the ISIR record and the FSA PIN enterprise upgrade will be developed over the next four weeks. A business case for the CPS upgrade will be developed upon completion of the CPS Upgrade activity under this task order.

XML

The following activities are planned for the creation and review of the XML ISIR schema:

| ACTIVITY | DATE |
|---|--------------------------------|
| Develop Data Model | September 23, 2002– November 8 |
| Present Data Modeling Structures (Present to ISIR Project Team and Jeanne) | November 12 |
| Update Data Modeling Structure based on presentation/comments | November 13 – November 15 |
| Create New ISIR tags | November 18 – December 13 |
| PESC Review of Data Modeling Structure/New ISIR tags | December 16 – December 20 |
| Update Data Modeling Structure/tags based on PESC review | December 23 – December 31 |
| Develop Draft Schema(s) | January 2, 2003 – January 17 |
| Create Draft Core Component Dictionary | January 2 – January 17, |
| Review Draft Core Component Dictionary/Draft Schema(s) (ISIR Project Team) | January 20 – January 24 |
| Update Draft Core Component Dictionary/Draft Schema(s) based on review comments | January 27 – January 29 |
| Post Draft Core Component Dictionary/Draft Schema(s) for School/Vendor/PESC Review | January 30 – February 27 |

Common Student Identifier

Next steps for guiding the Common Student Identifier effort are still in process but may include the following:

| ACTIVITY | DATE |
|---|------|
| Define current FSA identification methods | TBD |
| Create an Access and Integration matrix | TBD |
| Create business scenarios with exceptions, solutions and outcomes | TBD |
| Define future identification methods to satisfy requirements and business scenarios | TBD |
| Identify gaps with current access integration methods | TBD |
| Determine dependencies with other systems and initiatives | TBD |

Other activities planned in support of the CPS integration initiative also include an analysis associated with the CPS Upgrade effort in process.

The Modernization Partner is also participating in enterprise initiatives that include the following:

- Consistent Data – leveraging the common record and the XML developments for an enterprise data management/administration
- Common School ID – Examining the current implementation of the common school ID and analyze the appropriate CPS requirements for it
- Portals – analyze the CPS requirements for a portal strategy for students, schools and financial partners
- Single Sign-On – participate in the SSO initiative to leverage current enrollment, identification and authentication processes
- Personalization needs associated with the FAFSA
- Other modernization initiatives in progress – NSLDS II, EDEExpress Reengineering, Servicing